DOCUMENT RESUME

ED 304 026 HE 022 145

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TITLE The Effective Public Manager. Achieving Success in Government. First Edition.
REPORT NO ISBN-1-55542-117-2
PUB DATE 88
NOTE 215p.
AVAILABLE FROM Jossey-Bass Inc., Publishers, 350 Sansome St., San Francisco, CA 94104 ($21.95).
PUB TYPE Books (010) -- Guides - Non-Classroom Use (055)

EDRS PRICE Document Not Available from EDRS.
DESCRIPTORS *Administrative Organization; *Administrator Role; Administrators; Budgeting; Government Employees; Higher Education; *Managerial Occupations; Organizational Communication; *Organizational Effectiveness; Organizational Objectives; Staff Development; *Supervision

ABSTRACT

The problems faced by public managers in managing an agency's internal operations and communicating with the outside world are described, and strategies for addressing these management problems are provided, as is personal advice on how to build and maintain a professional reputation and advance in the bureaucratic hierarchy. The following chapters are presented: (1) "Learning to Succeed in the Public Sector"; (2) "How to Find and Keep Good Staff"; (3) "Structuring the Organization for Optimum Productivity"; (4) "Improving the Quality and Flow of Information"; (5) "Mastering the Budgetary Process and Controlling Resources"; (6) "Determining Organizational Goals and Strategies"; (7) "Dealing with Superiors and Subordinates"; (8) "Operating in a Fishbowl and Handling the Outside World"; and (9) "How to Advance in the Government Bureaucracy." A subject index is provided. Contains 101 references. (KM)

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